



Building Back Better: How Transforming TANF Operations Advances Economic Mobility

2021 National TANF Directors' Meeting

September 20, 2021

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Purpose

- Introduce the Outcomes-Focused Approach for advancing economic mobility
- Facilitate Q&A with TANF leaders in Massachusetts and Georgia on outcomes-focused strategies to advance economic mobility in practice
- Host breakout rooms to dive deeper on lessons learned

Contents

2:50pm - Introductions

3:00pm - Third Sector's Outcomes-Focused Approach

3:10pm - Approach In Practice: Case Studies with the MA Department of Transitional Assistance and Georgia Division of Family and Children's Services

3:30pm - Breakout Rooms

3:50pm - Conclusion

Introductions

Panelists

Massachusetts Department of Transitional Assistance

Facilitator



Maria Posey is the Director of Federal Business at Third Sector



Megan Nicholls is the Director of Family and Economic Assistance



Kamaria Moore-Hollis is the Economic Mobility Manager



Erin Quinn is the Director of Employment and Training Programs

Georgia Division of Family and Children's Services



Laura Beggs is a TANF Program Manager



Karimah Scott-Morrow is the Special Projects Program Director for Fulton County

We'd like to get to know you too!

Participant introductions in the chat

What is your **name, title, organization, location, and one word** that speaks to who you are?



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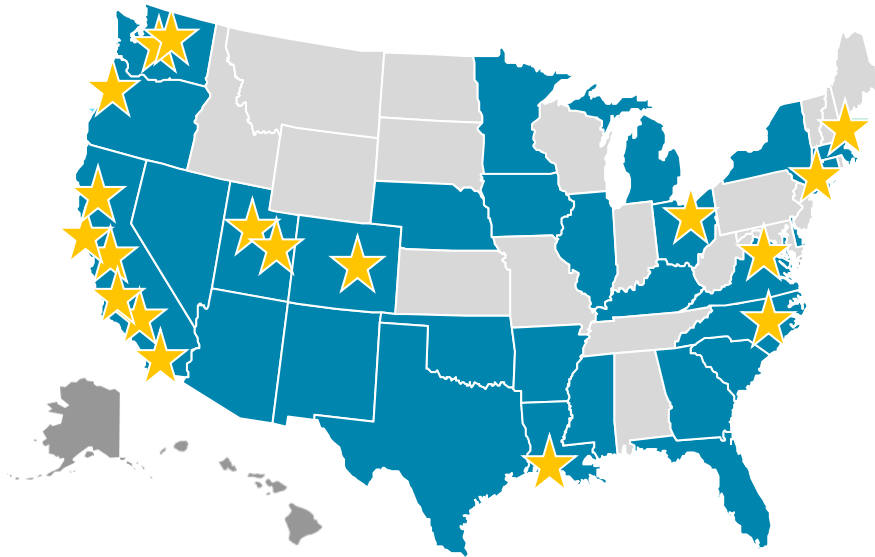
Outcomes-focused government means changing administrative systems so that underserved populations are more enabled to improve their lives

Reasons for considering OFG system change

- ✓ **Explore and address equity gaps** in enrollment, completion, and outcomes
- ✓ Tie resources to results in order to **“pay for what works”**
- ✓ **Improve data access and use** with longer-term outcomes and performance metrics and an emphasis on continuous improvement
- ✓ **Support a previously underserved population or community** experiencing substantial “barriers to employment”
- ✓ **Strengthen data, service, and referral partnerships** with other agencies, providers, and employers

Third Sector works with communities to implement systems change by linking government funding to equitable outcomes achievement

Third Sector Overview



60+

Consulting Engagements
Community-level changes
to improve societal outcomes

16

Launched Outcomes Contract Portfolios
Self-sustaining efforts with government
end payments

\$1.2 Billion in public funding deployed via outcomes contracts since 2011

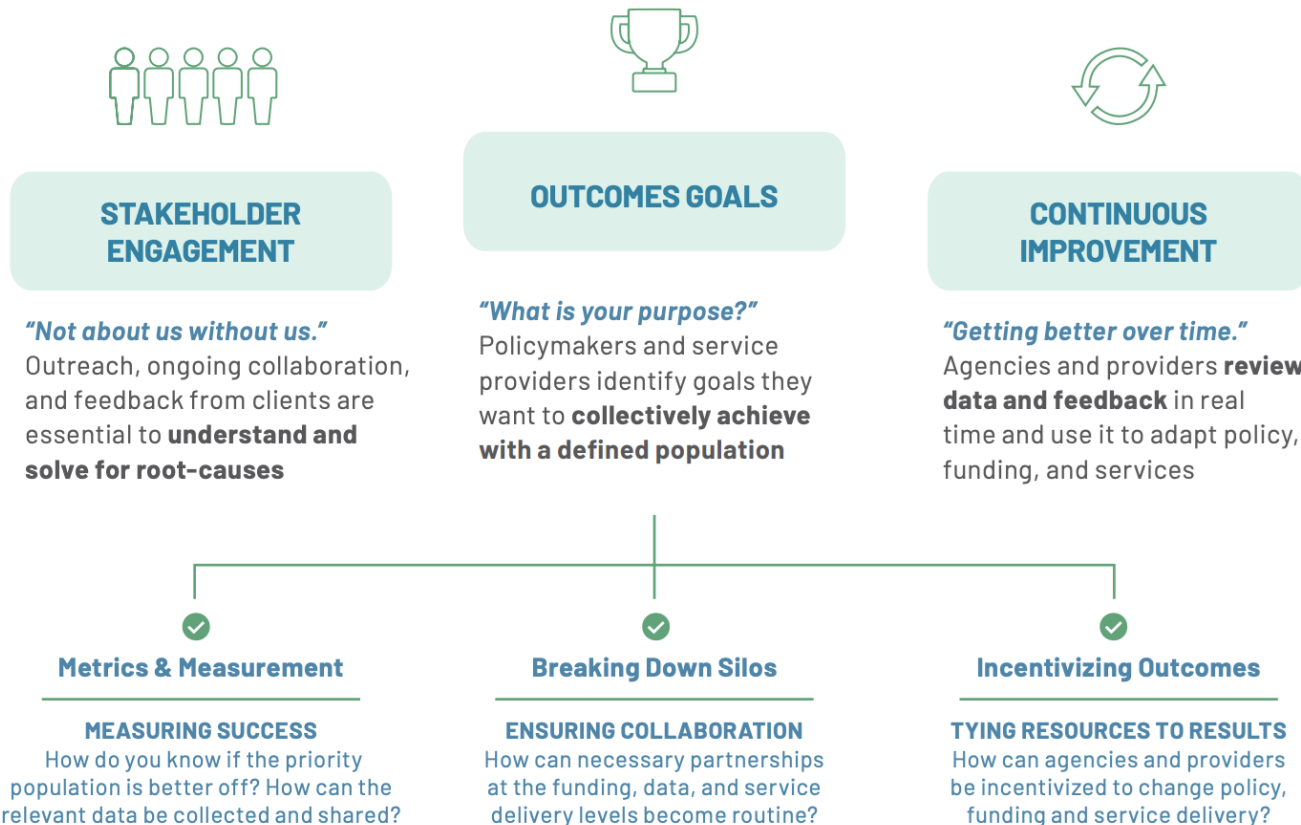
Profile: Founded in 2011, we are a non-profit advisory organization with 50+ staff members across the U.S.

Goals: Organizations entrusted to use public & private funds will have the systems, tools, & data to do more and do better

Areas of focus: Intergenerational poverty, workforce & education, housing stability, reentry, and physical & mental health

Our work allows governments to embed an outcomes framework for funding, policy, and program decision-making

The Outcomes-Focused Approach: Six Steps to Reorient The System



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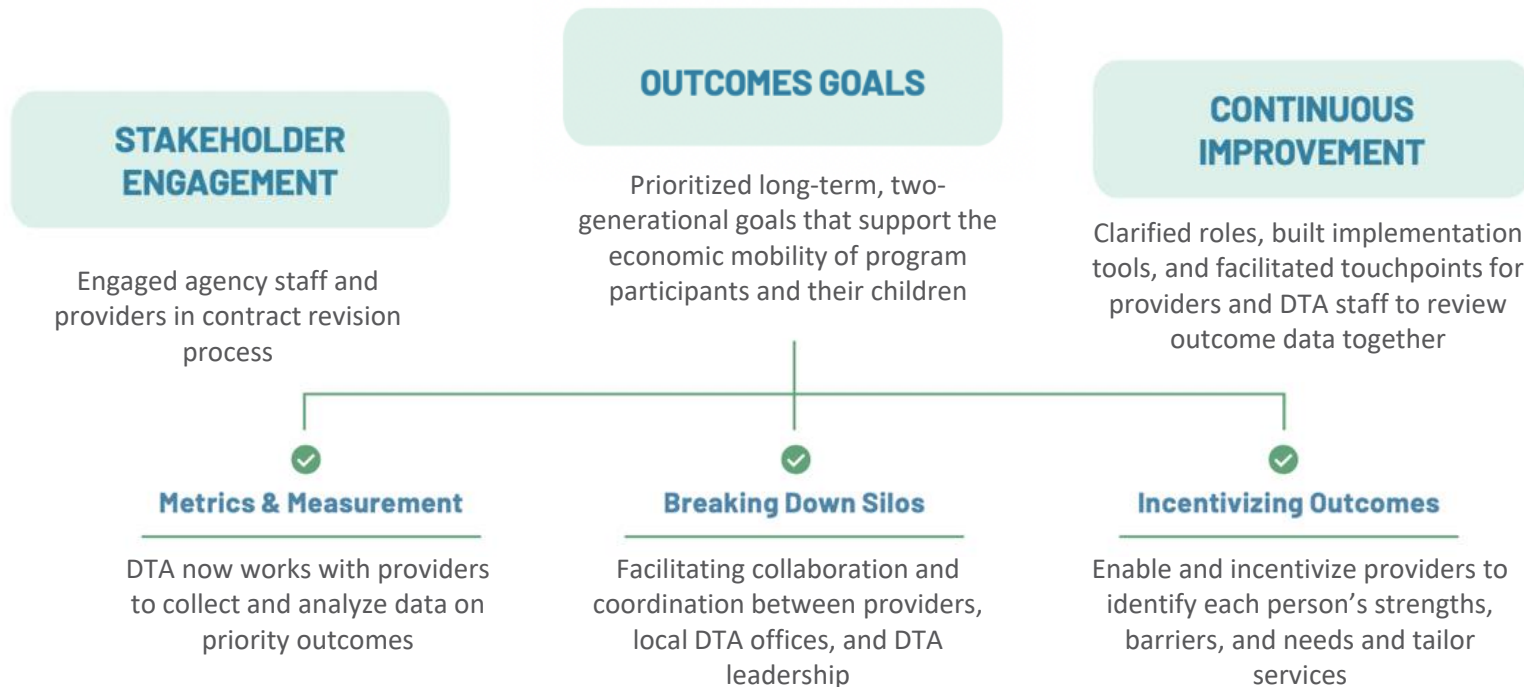
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MA DTA: Outcomes-Focused Approach in Practice



“Third Sector supported us in shifting from a compliance-driven funding model for our employment and training programs to an outcomes-based system. This enabled us to align incentives to focus on outcomes rather than prescriptive service models.”

- Tyreese Thomas, Assistant Director of Employment Services, MA DTA

Massachusetts Department of Transitional Assistance (DTA) established contract incentives to improve economic mobility for TANF participants

Young Parents Program (YPP)

\$4M/year of education and employment programming

Serves **500+** pregnant or parenting **young adults**, ages 14-24, who receive TANF and have disengaged from education

Competitive Integrated Employment Services (CIES)

\$8M/year of job skills, job search, and job retention support

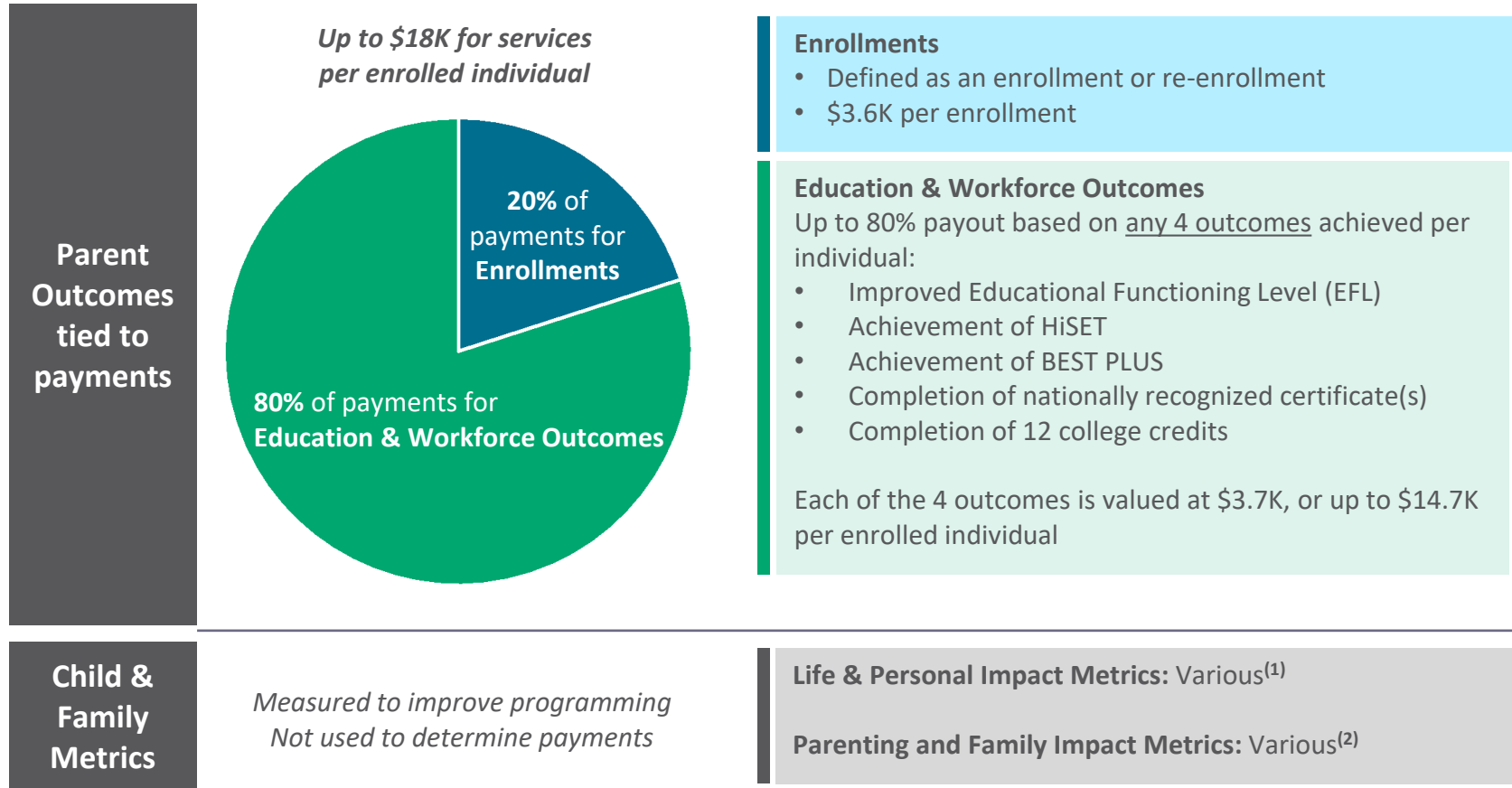
Serves **1,000+** TANF recipients who are unemployed or underemployed with the goal of placing them on a sustainable career pathway

“We are shifting our system away from a compliance-driven model that holds providers accountable for ‘butts in seats’ to a human-centered approach that focuses on meaningful engagement and goal attainment for the whole family.”

—Commissioner Amy Kershaw, MA DTA

DTA increased funding flexibility for a family-centered approach in service of long-term economic mobility

YPP Example



(1) Meet physical and behavioral health goals; Skills to manage stress and adversity; Financial management skills; and Stable living, housing, & transportation plan

(2) Increased knowledge of child development; Understand & meet child's health, emotional, & learning needs; Established goals for child's education; or Reliable network



Georgia DFCS: Outcomes-Focused Approach in Practice

STAKEHOLDER ENGAGEMENT

Engaged current and former young parents in care to inform pilot changes

OUTCOMES GOALS

Prioritized long-term, two-generational goals that support the economic mobility of young parents and their children

CONTINUOUS IMPROVEMENT

Established quarterly continuous improvement meetings with key DFCS stakeholders, workforce agencies, and local community partners to discuss pilot impact

Metrics & Measurement

Prioritizing key performance indicators (KPIs) to assess pilot impact

Breaking Down Silos

Facilitating collaboration and coordination between child welfare, economic mobility agencies, and other partners (e.g., childcare, housing)

Incentivizing Outcomes

Create outcomes alignment across DFCS and other agencies so all partners are incentivized to work towards shared goals



The DFCS Young Parents Pilot is an effort to improve economic mobility for young parents transitioning out of foster care

Pilot Overview

Vision: Develop a human-centric case management model focused on **economic mobility** for young parents and collaboration between *Child Welfare & Office of Family Independence (OFI)*

Population Priority: Young Parents Aging Out of Foster Care

- Demographics: 16-21 year olds residing in DeKalb and Fulton Counties
- Family Structure: Expecting or parenting youth
- Engagement: Deciding to opt out of the Extended Youth Services Support (EYSS program)

Phase 1: Strategy & Planning

Feb 2020 - Aug 2020

Improve
Transitions
Out of Foster
Care

Develop a county pilot for how Child Welfare & OFI can collaborate to support young parents

Address
Data Gaps

Develop a data roadmap outlining priority outcomes that can be used to inform service delivery

Phase 2: Pilot Implementation

Nov 2020 – Jul 2021

Engage Young
Parents

Integrate young parent voices via focus groups and interviews to advance equity and pilot development

Build Multi-
Agency
Continuous
Improvement

Engage Child Welfare, OFI, and WorkSource staff and partners (e.g., ILP, DECAL) to improve economic mobility outcomes

During focus groups and Youth Advocate Group meetings, young parents identified the most important areas of improvement to improve outcomes

Priority Areas of Improvement for Pilot*

Planning and Preparation for Transition Meetings

The steps and practices that are taken by both DFCS staff and parents to create comfortable, positive foster care transition meetings

Services and Placements

The knowledge and accessibility of DFCS services that are specifically designed for young parents related to housing, health, finance, and well-being

Community Connections

The connections outside of DFCS control that are specifically designed for young parents that contribute to emotional, educational, or economic well-being

Culture and Respect

The actions and attitudes that shape interactions between staff and young parents

Educational Attainment

- High School graduation equivalency
- Enrollment in post-secondary education program

Employment Training

- Engagement in training (e.g., work experience)
- Attainment of certifications

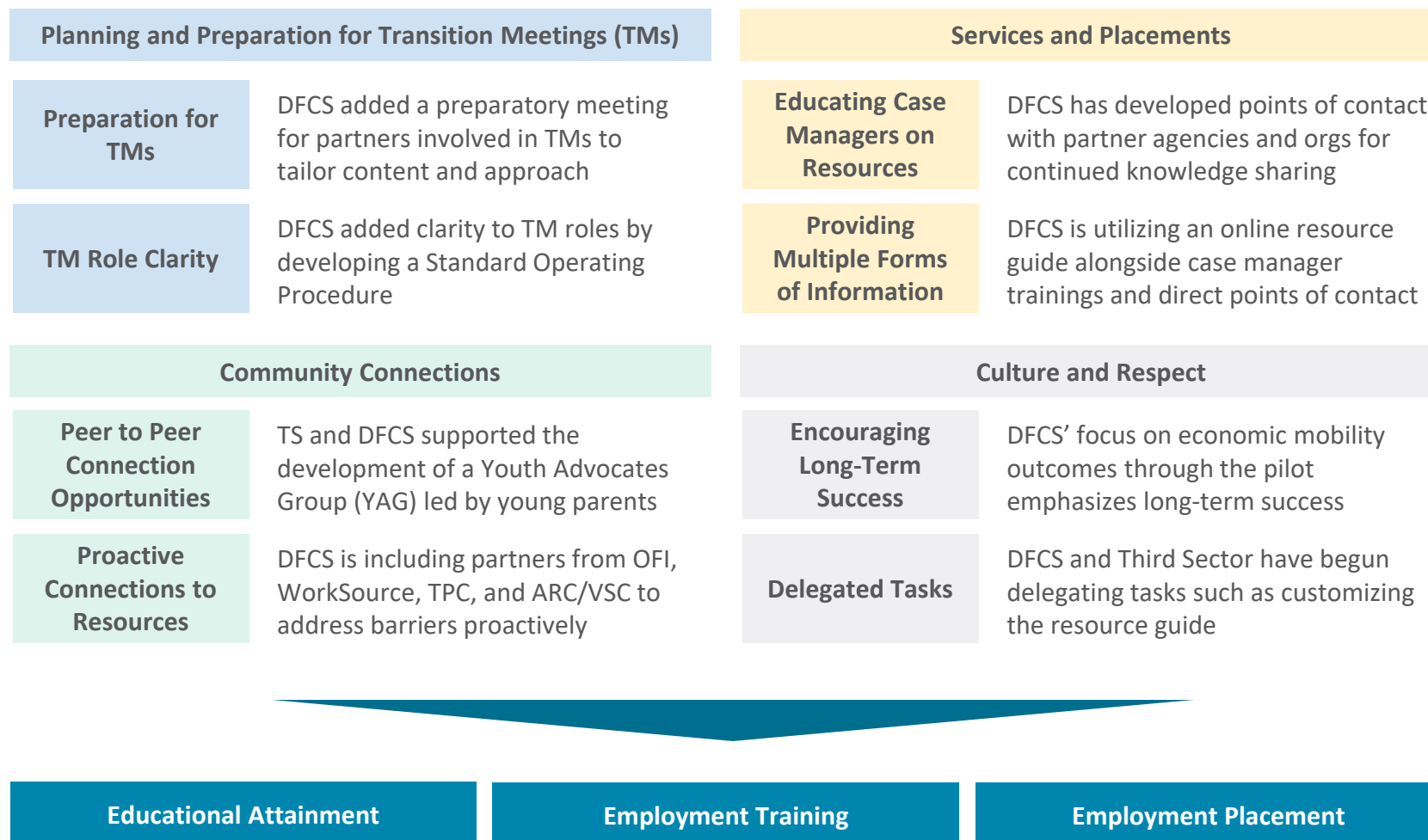
Employment Placement

- High demand career pathway placement
- Sustainable wage earned for Dekalb/Fulton county

*Priority areas came from young parents focus group in August 2020

Young parent feedback impacted decisions that were made about how to develop the pilot in service of long-term outcomes

Impact on Pilot



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Poll: Stakeholder Engagement

Drag a star for where your organization is



Poll: Managing Towards Outcomes

Drag a star for where your organization is



Breakout Room Options

Topic 1: Stakeholder Engagement

- How is stakeholder engagement integrated into the work of your agency?
- What strategies do you leverage to elevate feedback from stakeholders like frontline staff and program participants?
- How has this work changed the way you work with different stakeholders?

Topic 2: Managing Towards Outcomes

- What does managing towards outcomes look like for your agency?
- How has prioritizing particular outcomes changed the way you think about your work?
- What are some of the concrete ways the work looks different for providers and families?

Representatives from MA and GA will be in both rooms

For both rooms, we encourage you to drop questions in the Zoom chat, and we will incorporate them into the conversation

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Additional Resources

Read more here:

- Economic Mobility in Practice: How a Focus on Outcomes Changes Everything
- Link: <https://www.thirdsectorcap.org/wp-content/uploads/2021/05/TSCP-0020-Economic-Mobility-FNL.pdf>

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